

FOR IMMEDIATE RELEASE

City of Brookhaven Increasing Response to Code Violations, City Complaints

Brookhaven, GA, Jan. 22, 2015 -- Brookhaven is working to be more responsive to residents' complaints through a revamped complaint and code violation reporting system. The previous system, See.Click.Fix, did not allow city staff to adequately track progress on projects to see what work had been completed.

The old system accepted anonymous complaints and did not allow city staff to directly interact with residents.

The Brookhaven Community Development Department is now speaking with other software vendors to find a better program. In the meantime, the city is committed to responding, tracking and following up on all code violation complaints. Brookhaven will continue to be responsive and transparent to residents with the new software and throughout the transition.

During the transition, residents may report violations directly to the city staff responsible. Please review the following chart and report violations to the appropriate city contact.

Violation	Contact
Hazardous situations (flooding, traffic signal	404-637-0540. After business hours, press
outage, etc.)	1 to be connected to on-call staff.
Non-emergency public works (potholes,	404-637-0540 or
rough pavement, broken sidewalks, etc.)	streets@brookhavenga.gov
Non-emergency code compliance (tall grass,	404-637-0570 or code@brookhavenga.gov
junk vehicles, etc.)	
Non-emergency parks and recreation	404-637-0534 or parks@brookhavenga.gov
(broken park benches, park lights out, etc.)	
Emergencies	911

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